



Date: Mon May 26, 1997 05:28 pm CDT  
Source-Date: Sun, 25 May 1997 22:24 -0600 (MDT)  
From: Ali Miller  
EMS: MAIL / MCI ID: 208-761  
MBX: Ali.Miller@MCI.Com  
TO: Eugene Williams / MCI ID: 331-5161  
TO: JULIE M PUSEY / 214-9522  
TO: \* Ann Lovich Peters / ID: 301-5926  
Subject: USOC followup  
Message-Id: 970526222450.04/INTERNETGW  
Source-Msg-Id: 970526222450.AAD147201  
U-X-Mailer: v2.0b

Forwarded message:

Date: Fri, 21 Feb 1997 16:37 -0700 (MST)  
From: Ali Miller <Ali.R.Miller@mci.com>  
Priority: High  
To: DORA.ROSS <DORA.ROSS@x400gw.ameritech.com>  
CC: Lavina Lissenburg <Lavina.Lissenburg@MCI.Com>, Michelle R. Coughlin <748-0818@mcimail.com>, Judy Cleland <207-5785@mcimail.com>  
Subject: USOC followup?

Dora,

Still haven't seen any responses for those outstanding USOC questions that were due 2/10. I was on vacation, so maybe I missed them somehow, but if you haven't replied, we need these as soon as possible.

Thanks,

Ali

Forwarded message:

Date: Mon, 10 Feb 1997 09:07 -0700 (MST)  
From: Ali Miller <Ali.R.Miller@mci.com>  
To: Jerry Helmich <206-9122@mcimail.com>, DORA.ROSS <DORA.ROSS@x400gw.ameritech.com>, Judy Cleland <207-5785@mcimail.com>, Lavina Lissenburg <Lavina.Lissenburg@MCI.Com>, Nene Spivy <Nene.Spivy@MCI.Com>, Michelle R. Coughlin <748-0818@mcimail.com>  
CC: Tom Chung <216-0358@mcimail.com>  
Subject: USOC meeting summary

All,

Here are the minutes from the 2/6 USOC meeting.

Ameritech Action Items - DUE 2/10

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Determine FID or USOC for the following items:



**CONFIDENTIAL**

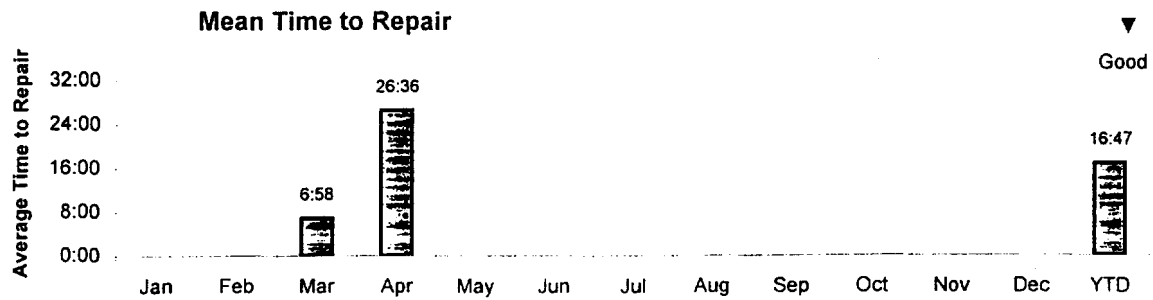
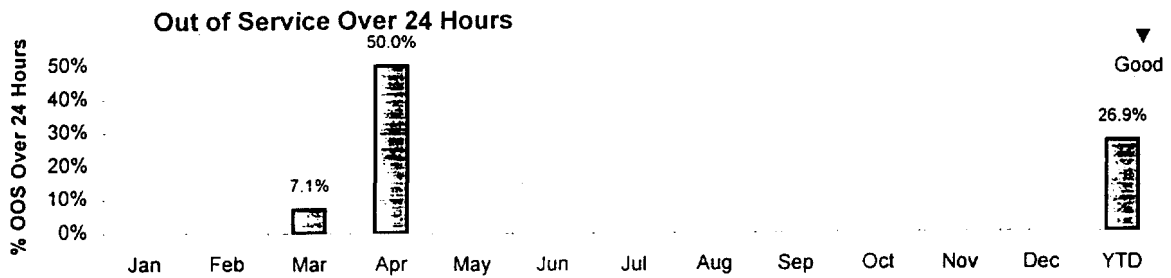
# **MCI Metro**

**WHOLESALE RESALE QUALITY INITIATIVE ANALYSIS REPORT  
-POTS-**

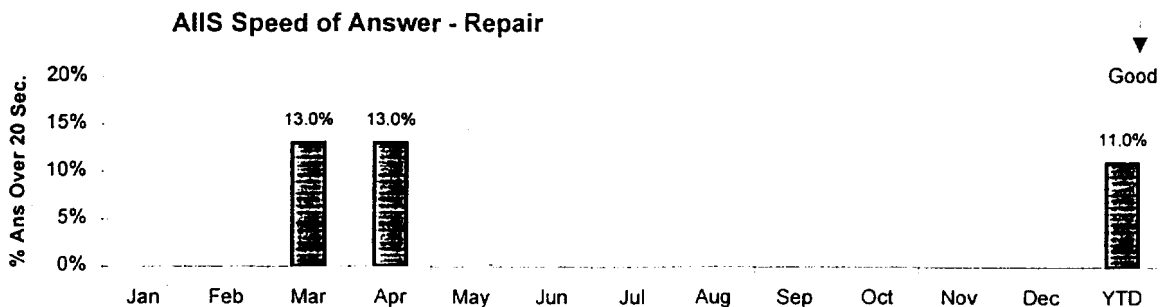
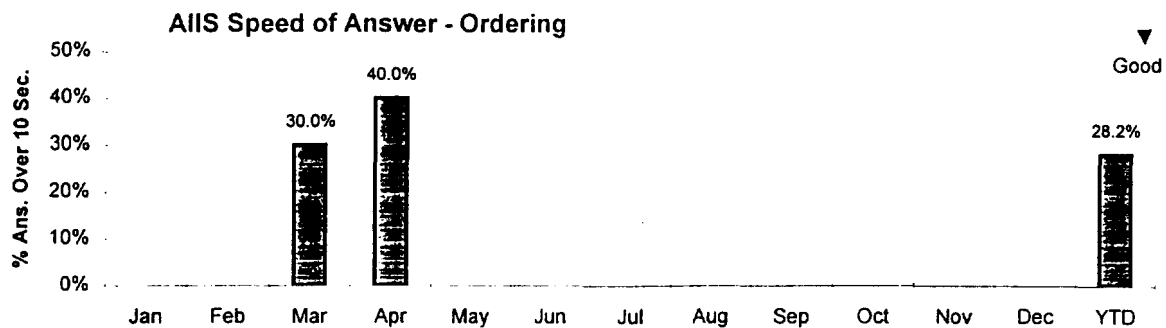
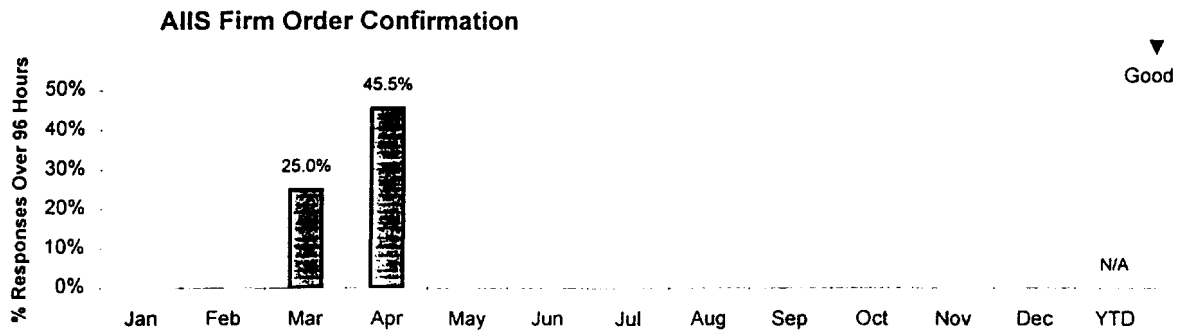
**FOR**

**April 1997**

## Wholesale Resale Performance for 4/1/97 to 4/30/97



## AIIS SERVICE PERFORMANCE MEASURES







March 7, 1997

**COPY**

Ameritech, Inc.  
Ms. Dora Ross  
350 N. Orleans, Floor 3  
Chicago, IL 60654

Subject: Problems with Ameritech Resale Usage Data

Dear Dora,

MCI has serious concerns about two issues related to resale usage data from Ameritech.

**EMR Format**

As you know, MCI requires that usage data be provided in EMR format. EMR is the Bellcore standard for call records transmitted between local exchange carriers. All the RBOCs, GTE, and other major LECs we've worked with are providing, or have committed to provide, resale usage data in EMR format, and we've developed our local billing capabilities accordingly.

Ameritech is currently sending MCI usage data in EMI format, which is the industry standard for call records transmitted between local exchange carriers and interexchange carriers. This is unacceptable to MCI. Developing our local billing systems to receive and process usage data in EMI format, to accommodate Ameritech's unique way of doing business, will generate significant costs for us. It will also substantially delay us in entering Ameritech's local markets via resale.

We have already been delayed by apparently conflicting information on this subject received from Ameritech. Our Interconnection Agreement negotiator, David Crew, reported to us on 1/9/97 that Ameritech had agreed to provide usage in EMR format, so we haven't been working to develop EMI capability. Now we understand from Tim Gillis of Ameritech that this commitment was not made, and we continue to receive EMI data. We need to receive clear direction from Ameritech so we can begin any necessary systems development immediately.

Please notify me in writing by 3/14/97 whether/when Ameritech will provide EMR data per our requirement.

**Special Services Records**

On 1/6/97, you indicated to us that Ameritech would provide type 100118 records for Special Services. However, Ameritech is sending type 425001, which are Miscellaneous Charge records. This necessitates the development of systems capability to convert these back to type 100118 to process them for billing.

Also, the records don't include text code indicators, only text literals. We can't bill from text literals any more than Ameritech would be able to.

We ask that Special Services records be provided as type 100118 with the following text codes:

Repeat Dialing - 00001      Call Return—— 00002      Call Trace——00003

Please notify me in writing by 3/14/97 whether/when Ameritech will provide Special Services records per our requirement.

If you need to discuss this further with me, my telephone number is 972-918-1676.

Sincerely,



Jan Johnson  
Local Financial Operations

cc: Maridale Davidson, MCI  
Ernie Coose, MCI  
John Quinn, MCI  
Therese Fauerbach, MCI  
Ray Thomas, Ameritech





MCI Goss & I

I N T E R O F F I C E   M E M O R A N D U M

Date: 09-Apr-1997 08:25pm CST  
From: Raymond X. Thomas  
THOMAS, RAY\_X@A1@ACAOS  
Dept: Information Industry Services  
Tel No: 312 335-6657

TO: 3 addressees

CC: 4 addressees

Subject: MCI Issues with "Billing Fallout"

Team,

Your prompt response to the following would be appreciated!!!

Apparently a large number of MCI Resale orders are not dropping to billing. This is creating a big problem from MCI. My understanding is that we are electronically acknowledging to MCI when an order is completed; however, the order has not yet dropped to billing. MCI is using this completion notification to start billing their end user customer. It may take up to three weeks for an order to drop to billing which I believe is when the real change takes effect. In that limbo period I am told that our retail units can still access the end user's CSR. This is a BIG PROBLEM!! Further, in this limbo period what is happening to the usage? Are we still billing the end user? OR Are we sending Daily Usage Data to MCI? OR Is it possible we might be doing both?

This is a REVENUE ISSUE for MCI so I would expect them to make a lot of noise about this. What are the potential causes as to why orders do not drop to billing? Why does it take so long to get the orders to drop to billing? What are the potential fixes that either MCI or Ameritech can put in place to minimize or eliminate this problem?

Do we also send an electronic acknowledgement when the order actually drops to billing? Perhaps we can have MCI trigger their billing off a drop to billing acknowledgement! Even if that is possible, MCI is not going to tolerate long periods for orders to drop to billing, so we may still need to address the causes and fixes for this issue.

Ray

## A M E R I T E C H

## I N T E R O F F I C E   M E M O R A N D U M

Date: 09-Apr-1997 08:11am CST  
From: Dora Ross  
ROSS,DORA@A1@ILAOS  
Dept: AIIS  
Tel No: 312 335-6547

TO: Michael D. Murray ( MURRAY,MICHAEL\_D@A1@ILAOS )  
CC: Raymond X. Thomas ( THOMAS,RAY\_X@A1@ACAOS )  
CC: Dora Ross ( ROSS,DORA@A1@ILAOS )

Subject: FWD: Re: Additional Billing "Fallout" Examples

Mike,

Is this the e-mail you wanted me to forward?

Ray ... Further evidence of the problem I pointed out to you and others yesterday.

Dora

A M E R I T E C H  
I N T E R O F F I C E   M E M O R A N D U M

Date: 08-Apr-1997 05:25pm CST  
From: Ali R Miller  
6=Ali R Miller@\*MBX1\Ali.R.Mil  
Dept:  
Tel No:

TO: Ann Lovich Peterson ( 6=Ann Lovich Peterson@\*ID\0003015926 )  
CC: DORA ROSS ( ROSS,DORA@A1@ILAOS )  
CC: (q)Michael L. Hussey(q) ( 6=(q)Michael L. Hussey(q)\*MBX1\Mich  
CC: (q)Brenda J. DeHorn(q) ( 6=(q)Brenda J. DeHorn(q)\*MBX1\Brenc  
Subject: Re: Additional Billing "Fallout" Examples

Here are the numbers that I have already provided to Rick Dishman to research:

708-460-5666  
847-266-1929  
773-268-0555  
847-998-9603  
815-626-2743  
847-549-8418  
815-477-0801

He verified that all but the first number did error out in the billing process. The first number did not migrate at all. He is looking into it.

Date: Tue, 08 Apr 1997 17:22:29 -0500 (EST)  
From: Ann Lovich Peterson <Ann.Lovich.Peterson@MCI.Com>  
Subject: Additional Billing "Fallout" Examples  
To: DORA ROSS <G=DORA@s=ROSS%0006273808@mcimail.com>  
Cc: "Michael L. Hussey" <Michael.L.Hussey@MCI.Com>,  
"Brenda J. DeHorn" <Brenda.Dehorn@MCI.Com>,  
Ali R Miller <Ali.R.Miller@MCI.Com>  
Message-id: <97040822222963/0002132988DF1EM@mcimail.com>  
Autoforwarded: TRUE  
Priority: normal

Dora,

Mike Murray asked me to send a few more examples of Ameritech's billing "fallout" problem on to you because he doesn't have an internet id.

937-294-3713  
616-245-3341

I understand that Ali Miller will be sending roughly 10 more numbers that have previously been sent to Rick Dishman as examples of other EDI problems.

Please forward this note on to Mike and tell him to call me if he has any questions.

Thank you for your help.

Ann  
312-470-5925